



NIKHIL KUMAR

Aspiring Business Analyst



CONTACT

Mobile +91 7082501413
Location New Delhi, India



PERSONAL

Birthday 6th February, 1997
Relationship Single
Nationality Indian
Languages English, Hindi



PROFILE

Results-driven and detail-oriented aspiring Business Analyst with a strong foundation in data analysis, problem-solving, and project management. Seeking an opportunity to leverage my analytical skills and business acumen to the success of a dynamic organisation. Committed to continuous learning and professional development to excel in the field of business analysis in a progressive work culture with freedom to be creative, innovative and to grow with the organisation and serve with smile



PROFESSIONAL SKILLS

SQL MS Excel MS Office Python

Power BI R Programming IBM Watson

IBM Cognos SPSS Modeller My SQL

CRM Next Genesys I View

Adaptability Goal Oriented Teamwork

Research & Strategy Email Marketing



PROJECTS

- IBM Design & Thinking** May, 2021
- Re-designing hospitals and households grapple with major oxygen shortage.
- Social Media Marketing** 2020
- "Single Parenting" project done under module of social & web analytics.
 - Build a website named as "Alchdel" an online alcohol delivery services.



SOCIAL LINKS

G+ nikhilsingh.work@gmail.com
in www.linkedin.com/in/nikhil-singh97



EDUCATION

- LLOYD BUSINESS SCHOOL** 2019 - 2021
PGDM / MBA in Business Analytics in collaboration with IBM, Major specialisation in Business Analytics and Minor in Marketing.
- MAHARISHI MARKANDESHWAR (DEEMED TO BE UNIVERSITY)**
UGC, NAAC ACCREDITED, A++ GRADE 2016 - 2019
Bachelors in Business Administration (BBA), Major specialisation in Human Resources and Minor in Marketing.
- RISHABH PUBLIC SCHOOL (CBSE)** 2015 - 2016
Higher Secondary Education XII grade with Commerce stream.
- RISHABH PUBLIC SCHOOL (CBSE)** 2012 - 2013
Secondary Education X grade.



WORK EXPERIENCES

- ICICI BANK PRIVATE LIMITED** Present
E-Relationship Manager
- Client-focused professional with a strong track record of building and maintaining relationships, understanding clients needs, and delivering exceptional service.
 - Proven ability to promptly address client enquiries, ensuring high customer satisfactions as the primary point of contact.
 - Proficient in communication, providing regular updates, gathering feedback, and ensuring clients satisfaction with products and services, identifying upselling and cross-selling opportunities, driving revenue growth, and maximising clients value.
 - Collaborating seamlessly with cross functional teams, generate leads, resolve billing issues, maintain accurate records, conduct customer satisfaction surveys to enhance client experiences and satisfaction.

- TAKENMIND** April 2020
Business Analyst Intern
- Visual Learning on data and their formatting in forms of Charts, Graphs, Lists or Maps.
 - Examining the Data Sets, Analysing the data, which is in structured and unstructured form to get useful insights to draw conclusions about the datasets.

- RADISSON GROUP OF HOTELS** JUNE - JULY 2018
Assistant HR Internship
- Compiling and updating employees records, assisting with day-to-day operations of the HR, its's functions and responsibilities.
 - Conducting inductions of new staff.
 - Coordinating prospective candidates, learn interviewing them and administering offers.



CERTIFICATIONS AND ACHIEVEMENTS

- IBM Business Intelligence Analyst Mastery Award** 2021
https://www.credly.com/badges/4f12de00-9ddc-438d-ac7a-2472aa8036b5/public_url
- IBM Business Intelligence Analyst Explorer Award** 2021
https://www.credly.com/badges/21b43e81-4095-47ca-bcd8-36fbf8936e7a/public_url
- Build a face recognition application using "Python"** 2021
<https://www.guvi.in/verify-certificate?id=D01f3931e91653i24>
- Udemy Data Analysis and Visualisation** 2021
<https://udemy-certificate.s3.amazonaws.com/pdf/UC-0e7bab71-b501-44b2-8213-55686c9b1693.pdf>
- Coordinator in Catalyst - An Annual B-School Fest at LLOYD Business School** 2019
- Acknowledged for organiser of Athletic Meet, MMDU, Mullana** 2019
- Won 3rd position in Badminton at GD Goenka University** 2019
- Won 3rd position in Basketball at MMDU, Mullana** 2019
- National Level Symposium "Why India? Why Not Bharat!"** 2018
- Won 2nd position in Badminton at Sharda University** 2018
- Won 3rd position in Badminton at MMDU, Mullana Inter-college Championship** 2018
- Won 3rd position in Badminton at MMDU, Mullana UNIVERSUM** 2018